

2021 Annual Service Plan

# RE: 2021

Restart, Recover, Rebuild



# Outline

- 1. 5-Year Service Plan**
  - overview
- 2. 2020 Service Update**
  - demand-responsive service plan
- 3. 2021 Annual Service Plan**
  - plan preparation
  - focus and priorities
  - action plan



# 2020-2024 5-Year Service Plan



# Vision

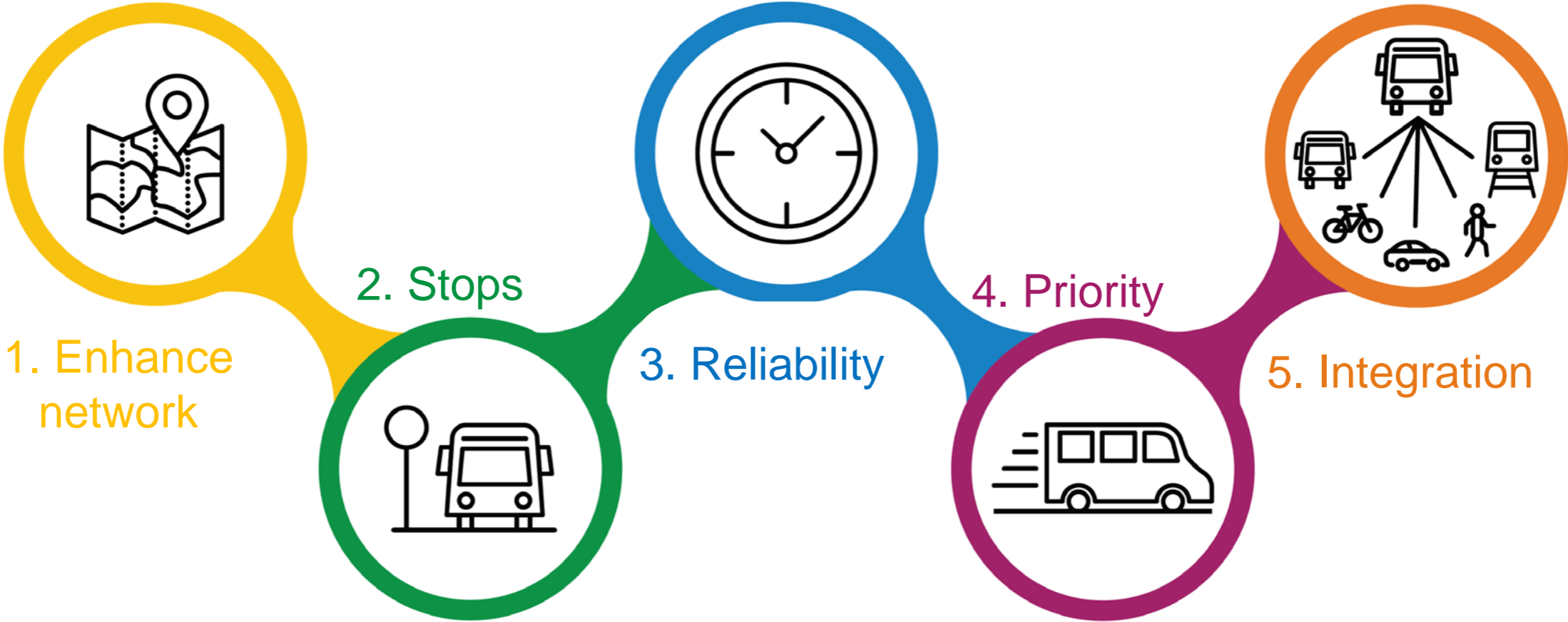
**Focus on improvements that enhance**

**TTC's core-competency:**

**mass transit** – moving large volumes of customers

**safely, reliably, and swiftly** across Toronto

# Pillars of opportunity



# 20-point action plan

2020 2021 2022 2023 2024



1.1: Accommodate population and employment growth					
1.2: Implement new services to address travel patterns					
1.3: Open Line 5 – Eglinton					
1.4: Relieve crowding on Line 1					
1.5: Open Line 6 – Finch West					
1.6: Enhance streetcar network					
1.7: Apply an equity lens to service planning					



2.1: Expand customer amenities at stops					
2.2: Improve wayfinding at stops					
2.3: Improve placemaking at key stop areas					



3.1: Improve surface transit schedules					
3.2: Mitigate delays & disruptions to service					



4.1: Explore bus transit lanes					
4.2: Implement more queue jump lanes					
4.3: Implement more transit signal priority					



5.1: Expand service integration					
5.2: Integrate microtransit services					
5.3: Enhance integration with cycling					
5.4: Enhance pedestrian pathways to TTC					
5.5: Implement Mobility as a Service (MaaS) strategy					

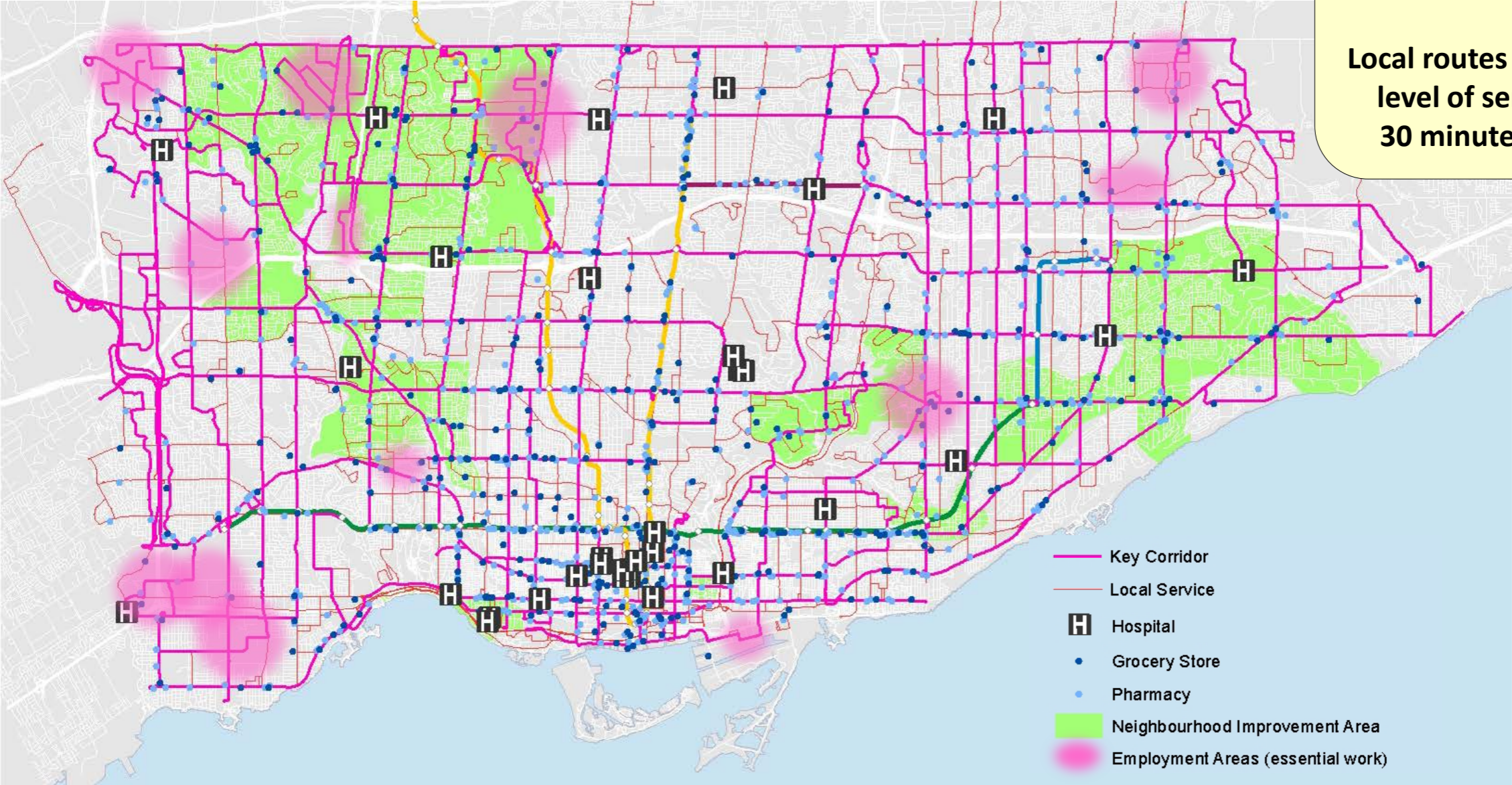
# 2020 Service Update



# Demand-responsive service plan

**Key transit corridors protect service to essential destinations**

**Local routes provide base level of service every 30 minutes or better**



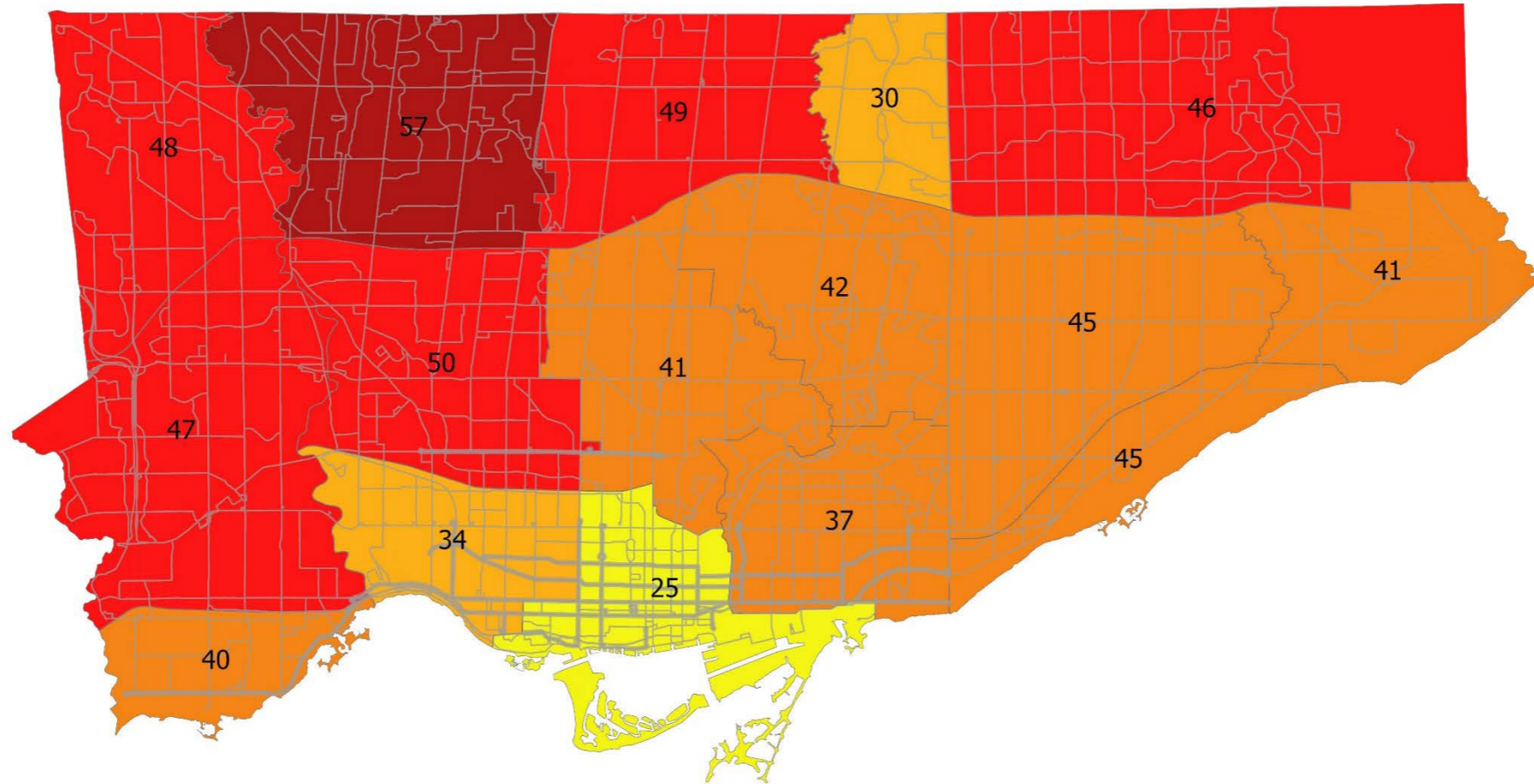


# Boardings & service levels

Mode	Pre-COVID (March 2-6)	Current (Nov 23-27)	% of Pre-COVID Demand	% of Pre-COVID Service Level
<b>Bus</b>	1,381,000	615,000	45%	97%
<b>Streetcar</b>	350,000	99,000	28%	86%
<b>Subway</b>	1,492,000	395,000	26%	86%
<b>Total</b>	<b>3,223,000</b>	<b>1,109,000</b>	<b>34%</b>	<b>95%</b>



# Bus and streetcar demand by planning district

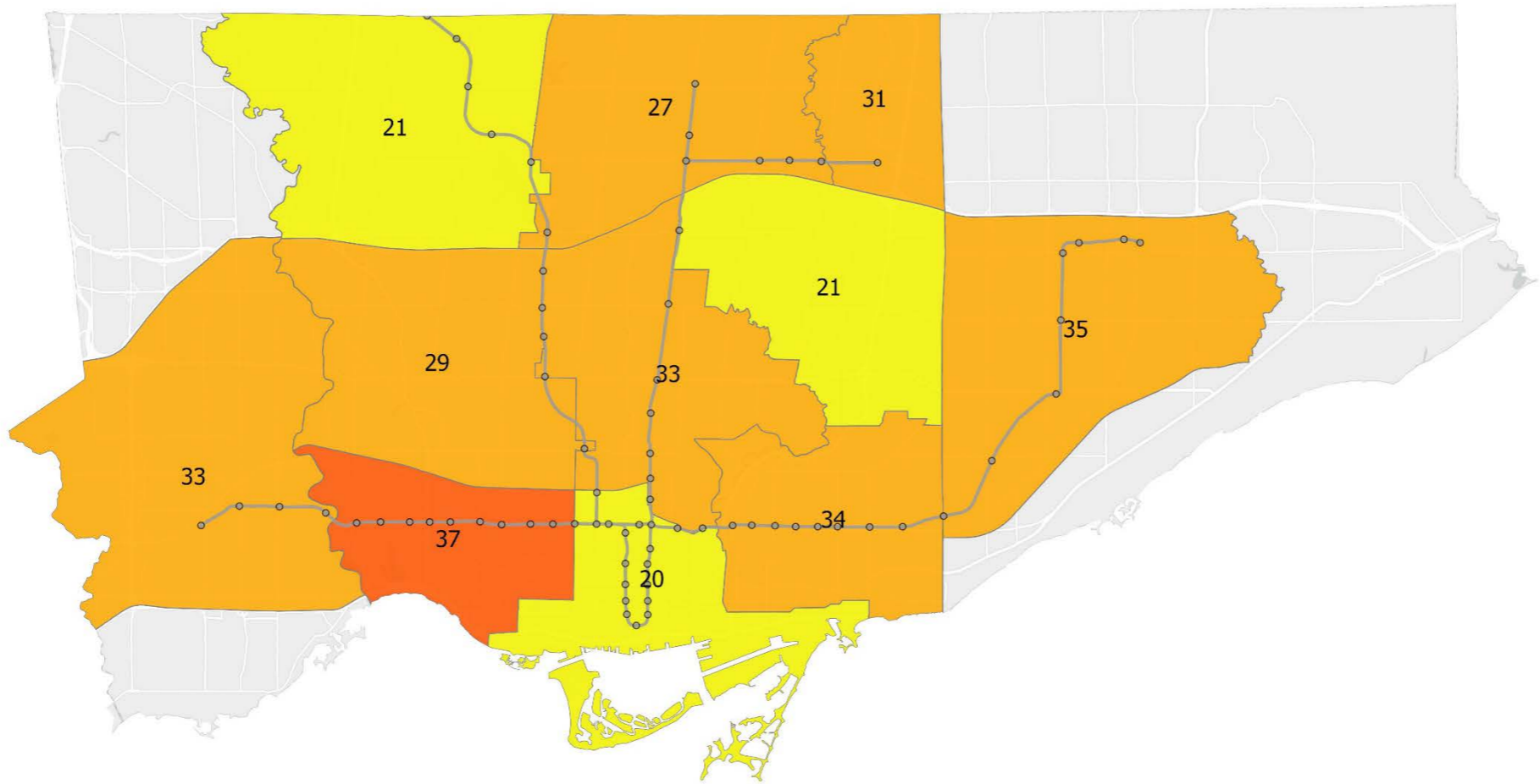


Relative Number of PRESTO Taps for Week Ending Oct 2, 2020 Compared to a Pre-COVID Baseline - Taps on Surface Routes

- 0%-25%
- 26%-35%
- 36%-45%
- 46%-55%
- 56%+



# Subway demand by planning district

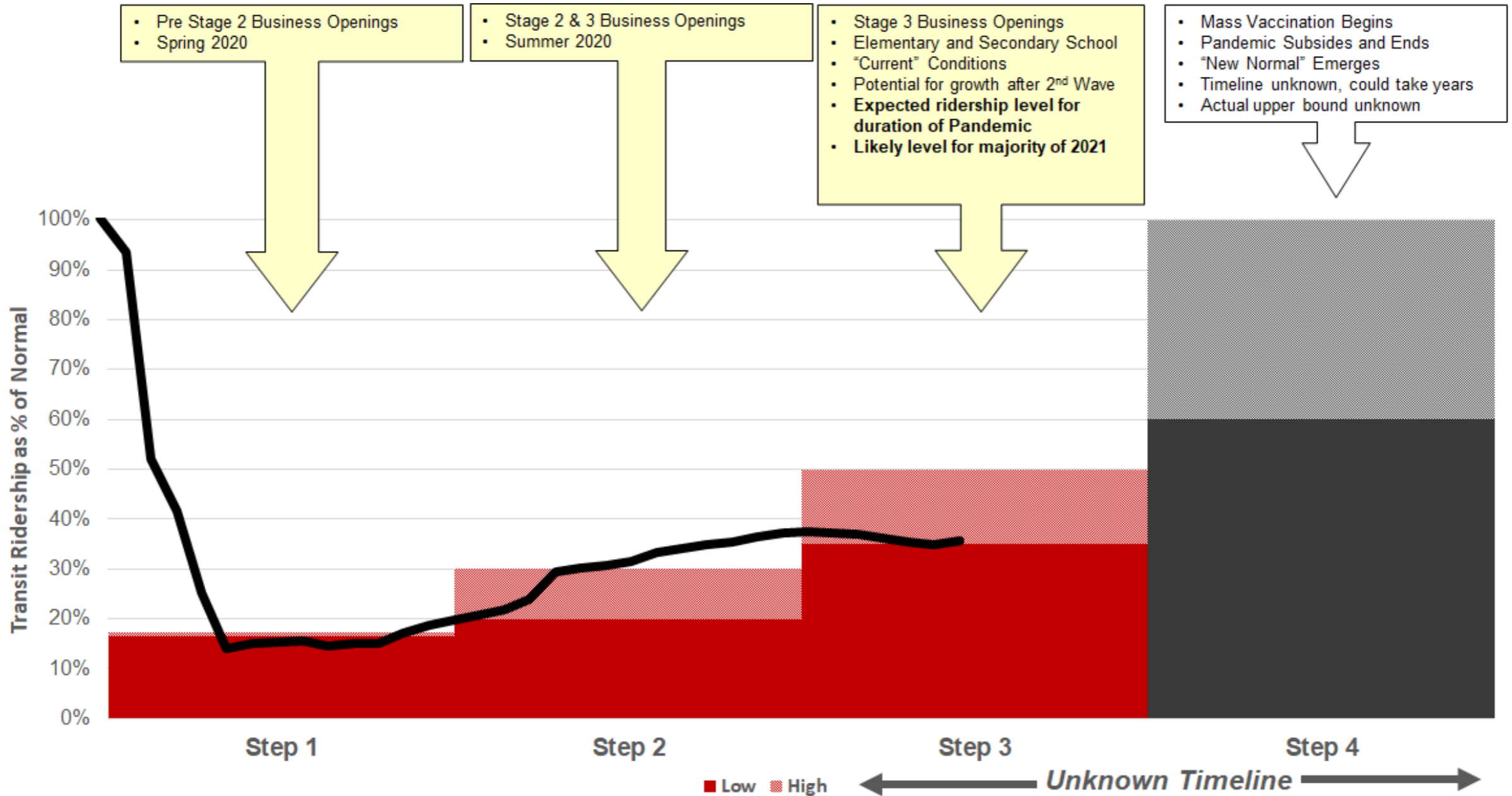


Relative Number of PRESTO Taps for Week Ending Oct 2, 2020 Compared to a Pre-COVID Baseline - Taps at Subway Stations

- 0%-25%
- 26%-35%
- 36%-45%



# Activity-based ridership projection



# 2020

## Action Plan



1.1: Accommodate population and employment growth

1.2: Implement new services to address travel patterns

1.3: Open Line 5 – Eglinton

1.4: Relieve crowding on Line 1

1.5: Open Line 6 – Finch West

1.6: Enhance streetcar network

1.7: Apply an equity lens to service planning

Implemented

Implemented

Implemented

Deferred

Started

Deferred

Started

Implemented

Implemented

Started

Started

Started

Deferred

Implemented

Started

Deferred

## Initiative

1. New branch of 43 Kennedy to Village Green

2. New streetcars deployed on 505 Dundas

3. Youth-led engagement process as part of 2021 ASP

4. Deferred to 2021 due to COVID-19

5. Wayfinding Strategy started to guide improvements

6. Deferred to 2021 due to COVID-19

7. Ongoing schedule refinement throughout COVID-19

8. Flexible buses added in January and continue to operate

9. RapidTO on Eglinton East corridor

10. Surface Transit Network Plan completed to guide future work

11. Developed MoveTO Plan

12. Multi-agency service plan is being developed

13. Deferred to 2021 due to COVID-19 pandemic

14. Expanded bike share and bike parking at stations

15. Study complete: pathways in North York

16. Deferred to 2021 due to COVID-19 pandemic



2.1: Expand customer amenities at stops

2.2: Improve wayfinding at stops

2.3: Improve placemaking at key stop areas



3.1: Improve surface transit schedules

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5.1: Expand service integration

5.2: Integrate microtransit services

5.3: Enhance integration with cycling

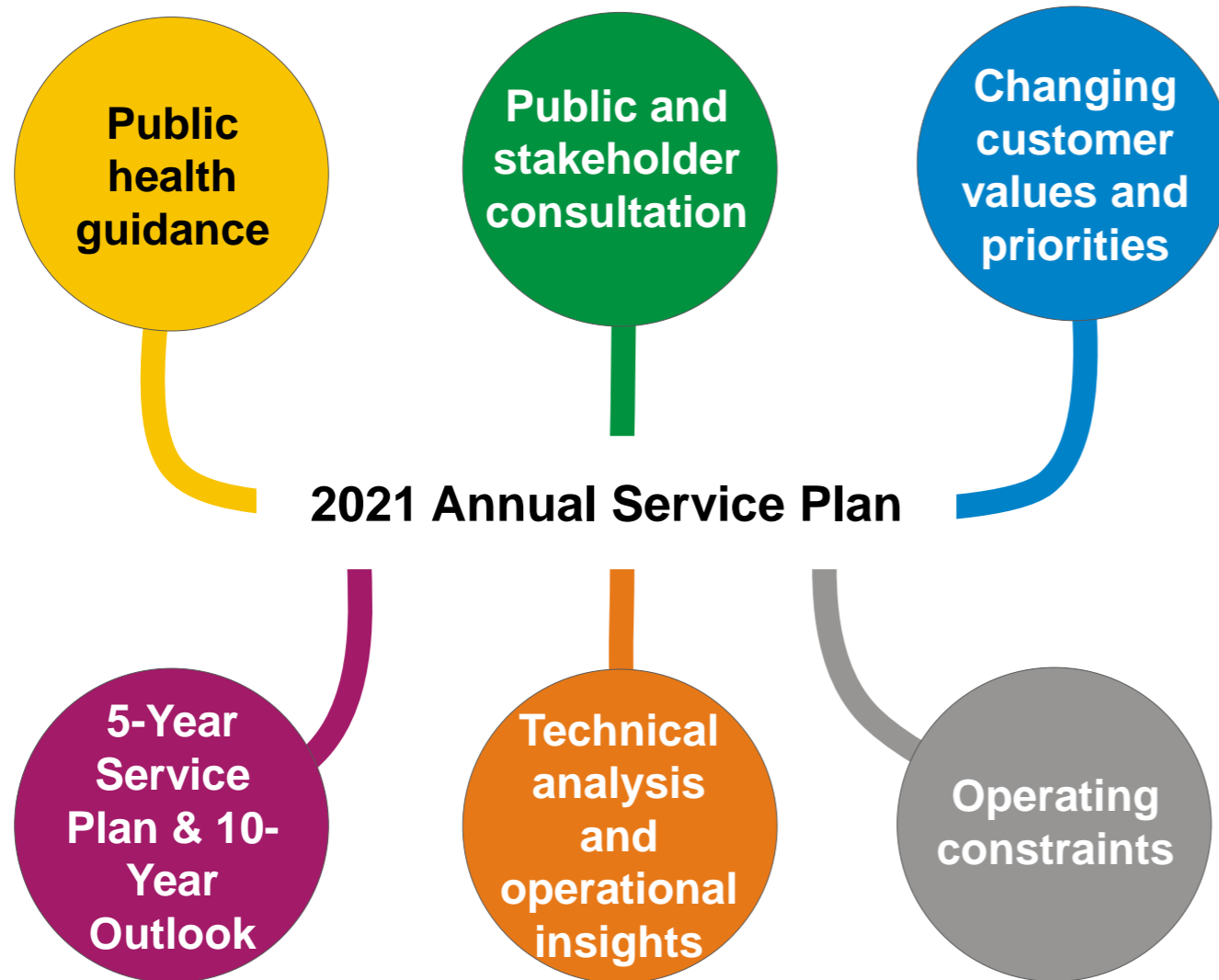
5.4: Enhance pedestrian pathways to TTC

5.5: Implement Mobility as a Service (MaaS) strategy

# 2021 Annual Service Plan



# Plan preparation



## Customer & Stakeholder Engagement

- Customer preference survey
- Online surveys
- Two stakeholder consultations
  
- **3,500+ customers**
- **60 stakeholder groups**

### Apply an equity lens to consultations

Four local youth leaders engaged with communities in equity-seeking areas to seek feedback



## | Our focus

**Our focus is to continue to respond to customers' dynamic and evolving demand for public transit service.**





# | Our priorities

## **Sustain the demand-responsive service plan**

- Sustain some flexible service to respond dynamically to customer demand
- Ensure the TTC is ready for fluctuations in COVID-19 cases

## **Improve regular scheduled service**

- Optimize service levels, on all routes, at all times of day, based on demand
- Improve service reliability to reflect actual operating conditions as they evolve
- Address travel patterns and capacity requirements by restructuring existing and introducing new services

## **Advance key strategic initiatives**

- Continue implementing surface transit improvements
- Advance service integration with neighbouring municipalities
- Pilot the automated transit shuttle and connect with microtransit shuttle services



# 2021

## Action Plan



1.1: Accommodate population and employment growth

1. Optimize capacity by rebalancing service levels
2. Improve route productivity and performance by modifying schedules

1.2: Implement new services to address travel patterns

3. Implement service changes in Scarborough East
4. Restore most Express Bus service

1.3: Open Line 5 – Eglinton

- **Opening of Line 5 has been deferred to 2022**

1.4: Relieve crowding on Line 1

1.5: Open Line 6 – Finch West

1.6: Enhance streetcar network

5. Continue to modernize the streetcar network with SOGR work

1.7: Apply an equity lens to service planning

6. Make transit accessible in neighbourhood improvement areas
7. Expand equity-based consultation as part of 2022 ASP



2.1: Expand customer amenities at stops

8. Implement accessibility improvements & identify customer amenities at stops

2.2: Improve wayfinding at stops

9. Implement wayfinding strategy system-wide

2.3: Improve placemaking at key stop areas

10. Identify placemaking improvements on key corridors



3.1: Improve surface transit schedules

11. Improve weekday schedules by reflecting actual operating conditions
12. Minimize non-revenue service to maximize capacity

3.2: Mitigate delays & disruptions to service

13. Minimize customer inconvenience during planned and unplanned disruptions



4.1: Explore bus transit lanes

14. Advance consultation, community outreach and analysis on key corridors

4.2: Implement more queue jump lanes

15. Implement queue jump lane at Lake Shore and Brown's Line

4.3: Implement more transit signal priority

16. Install 100 Advanced Transit Signal Priority at key locations over 2 years



5.1: Expand service integration

17. Advance service integration "pilot" with partner agencies

5.2: Integrate microtransit services

18. Implement automated shuttle trial
19. Improve connections with private microtransit shuttle providers

5.3: Enhance integration with cycling

20. Integrate cycling and transit with more bike parking and 10 shelters at stations

5.4: Enhance pedestrian pathways to TTC

21. Advance design work to implement "missing links" pathways in 2022

5.5: Implement Mobility as a Service (MaaS) strategy

22. Establish Mobility as a Service working group

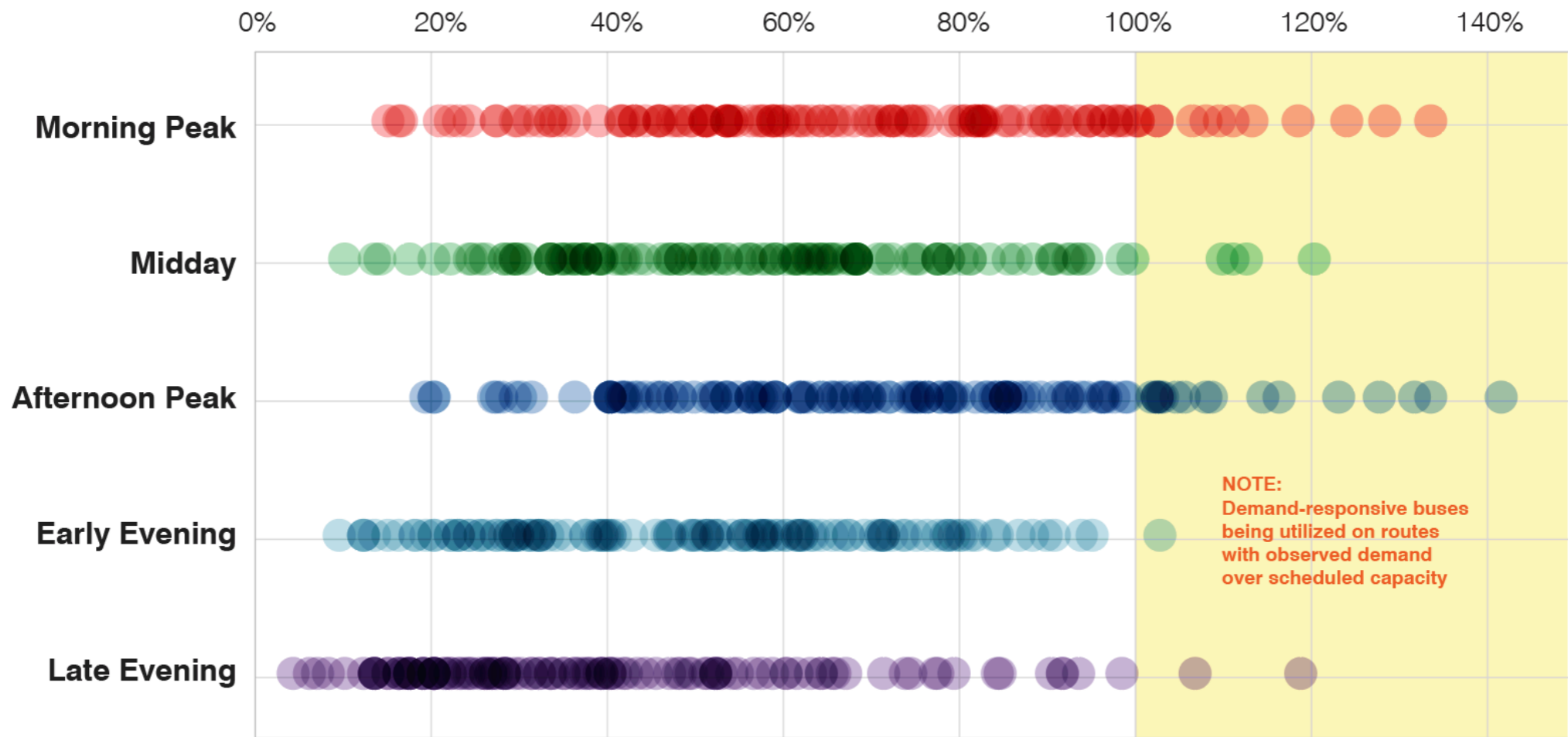
# 1. Optimize capacity by rebalancing service levels



## Bus Network Demand vs Planning Capacity

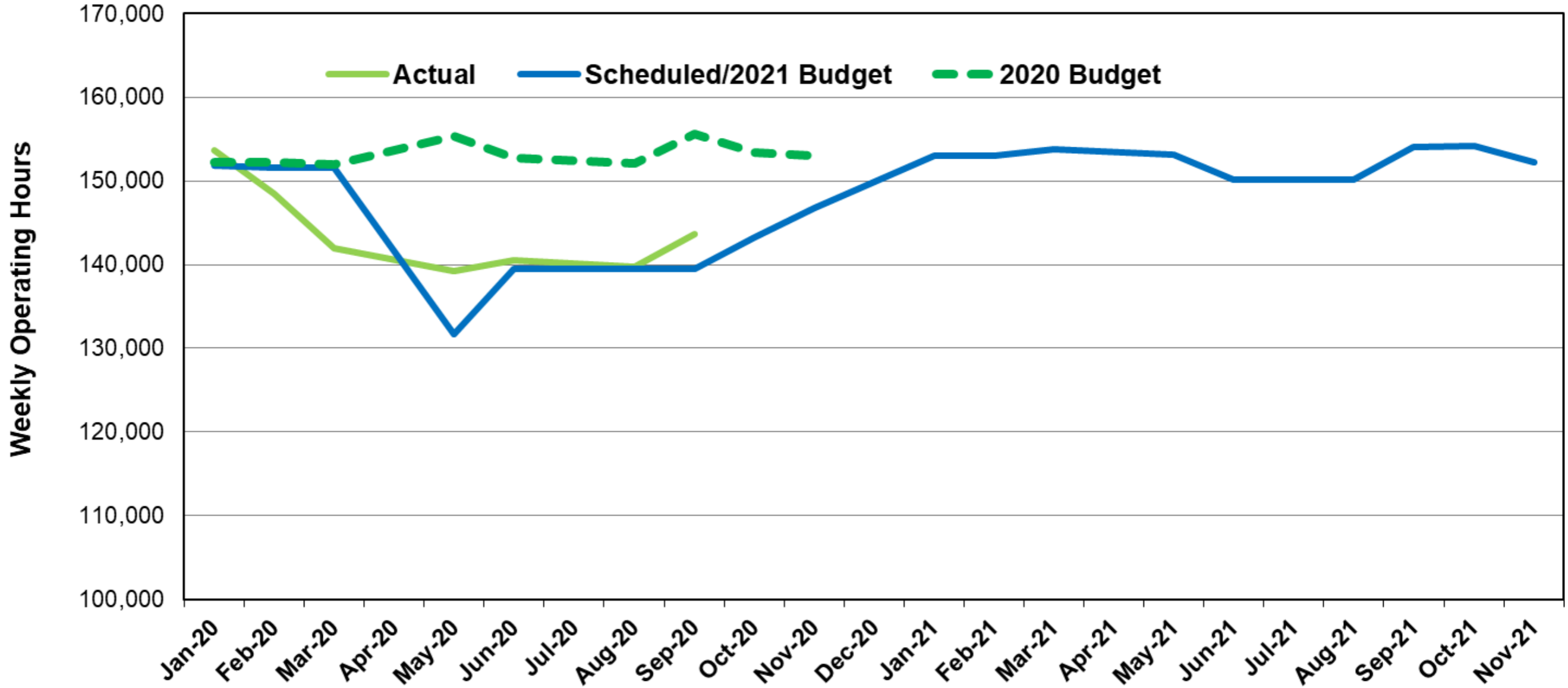
September 2020 Weekday, by Time Period

25 customers per bus

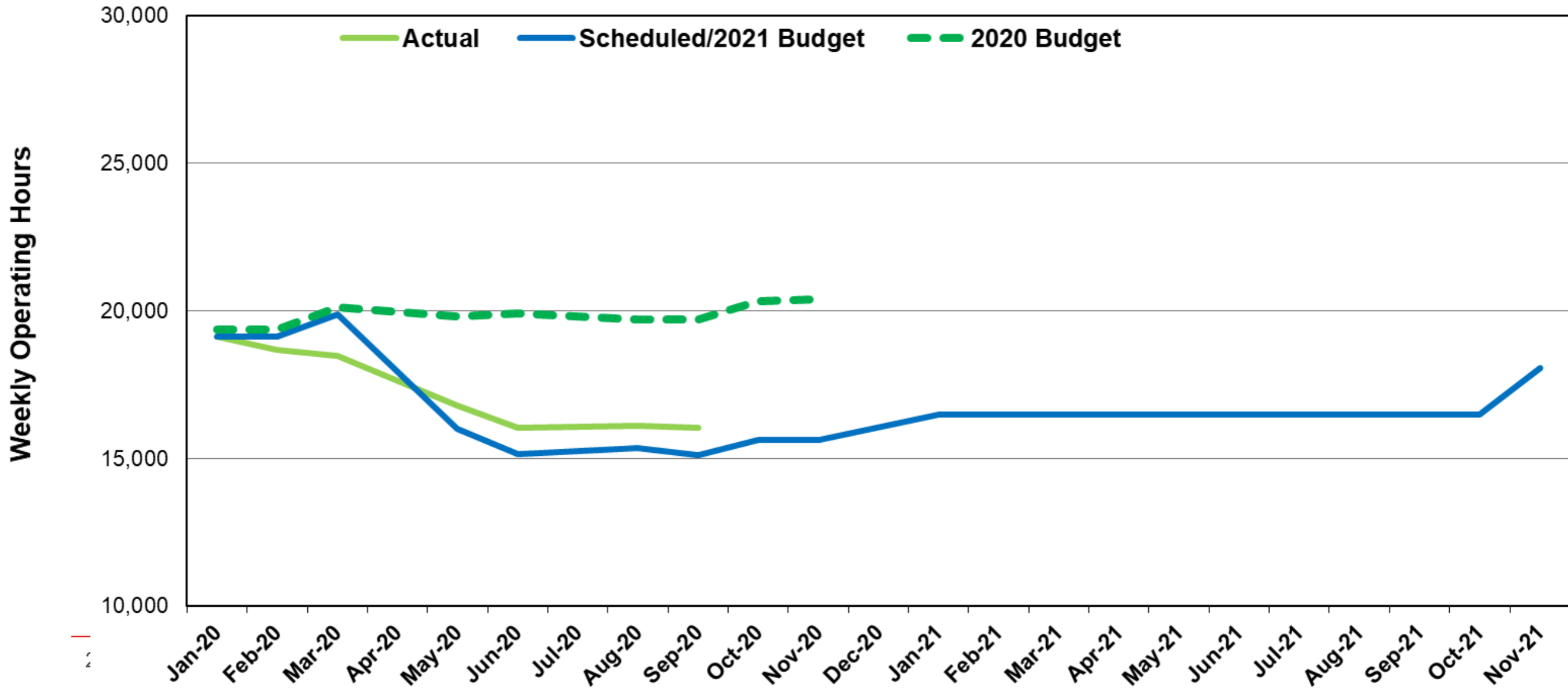


September 2020 Planning Capacity = 25 (12m bus) and 39 (18m bus)  
Demand based on observed September 2020 automatic passenger counter system data  
Planning capacity is determined by observed demand and policy, such as minimum 30-minute service and frequent service standards

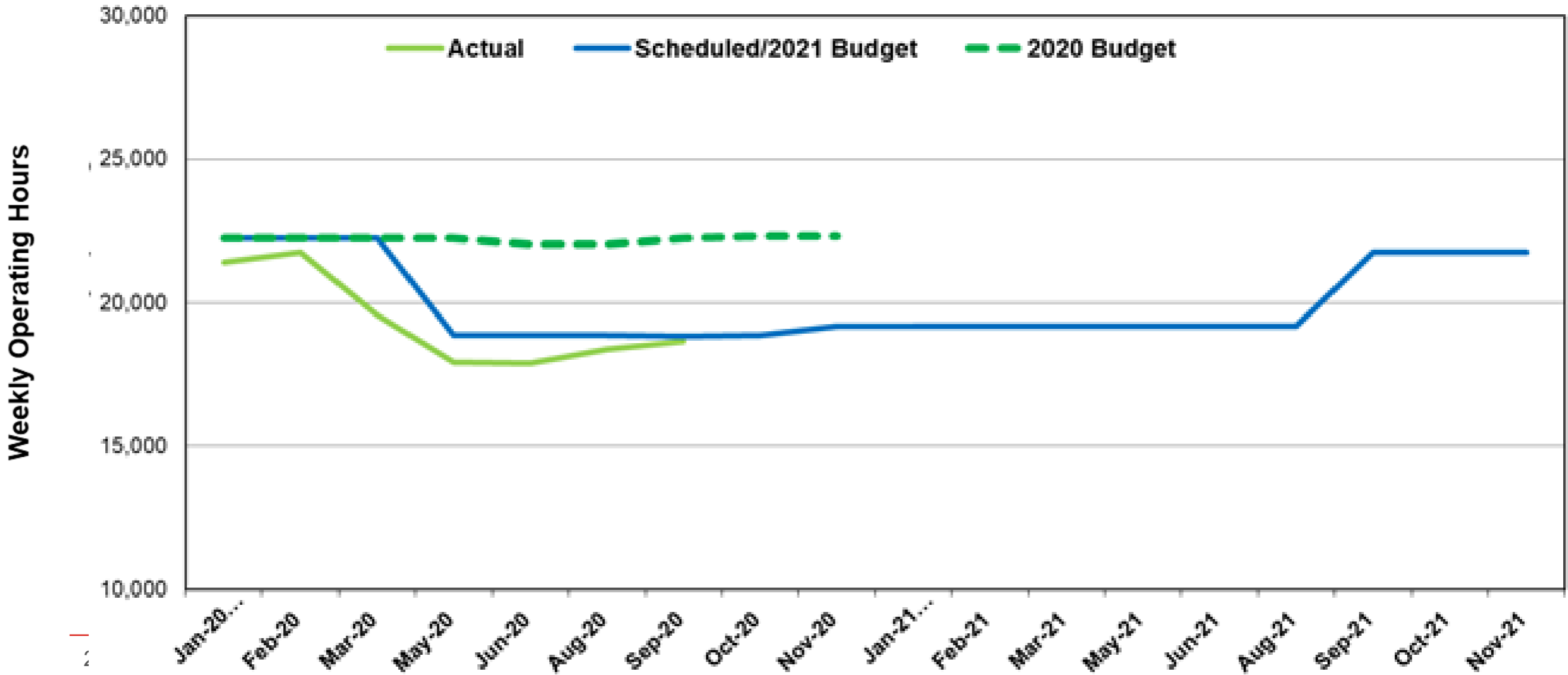
# 2020-21 Weekly service hours (bus)



# 2020-21 Weekly service hours (streetcar)



# 2020-21 Weekly service hours (subway)



# 2021 Annual service hours by mode

Of the 303,000 service hours  
– 25% result in no change in  
service capacity

Mode	2020 Budget	2021 Plan	Change in Service Hours
Bus	7,416,000	7,358,000	(58,000)
Streetcar	1,048,000	921,000	(127,000)
Subway	1,198,000	1,080,000	(118,000)
<b>Total (Regular Service)</b>	<b>9,662,000</b>	<b>9,359,000</b>	<b>(303,000)</b>
LRT Construction (supplemental bus)	199,000	138,000	(61,000)
<b>Total (Regular Service + LRT Construction)</b>	<b>9,861,000</b>	<b>9,497,000</b>	<b>(364,000)</b>

\* 101% of regular bus service is budgeted in 2021 vs. 2020.



# 2021-2025 In-service vehicles

Mode	2021	2022	2023	2024	2025
Buses	1650	1650	1660	1660	1660
Streetcars	145	168	190	214	214
Line 1 - Trains (6 cars)	65	68	68	70	70
Line 2 - Trains (6 cars)	46	46	46	48	48
Line 3 - Trains (4 cars)*	5	5	5	5	5
Line 4 - Trains (4 cars)	4	4	4	4	4
Line 5 - Trains (2 cars)		17	18	18	20
Line 6 - Trains (1 car)			15	15	15

\* Line 3 life extension is currently under review





# | Financial summary

## **2021 Operating Budget**

- \$20.5 million operating cost savings vs. 2020 Operating Budget

## **2021-30 Capital Plan**

- \$282.7 million in capital funding to start procuring replacement and growth vehicles for outer years



